

FEDERAL RELAY

Telecommunications and
Internet-based Relay Services
for the Federal Government



federalrelay.us

WHAT IS FEDERAL RELAY?

The Federal Relay Service is the contracted Federal Government Telecommunications Relay Service through the General Services Administration (GSA) for Federal employees who are deaf, hard of hearing, deafblind, blind and low vision, or have speech disabilities.

This contract provides a package of functionally equivalent communication access services so that Federal employees may conduct official duties. The general public may also conduct business with the Federal Government and its agencies. Calls are relayed using trained Communication Assistants (CA). The CA acts as a transparent conduit for the transmittal of information.

All calls are strictly confidential and no records of any conversations are maintained.

Service Types

Federal Relay is available in two forms:

■ Telephone-based Services

- Text Telephone (TTY)
- Speech to Speech (STS)
- Captioned Telephone (CapTel)

■ Internet-based Services

- Video Relay Service (VRS)
 - Video Remote Interpreting (VRI)
- Internet Protocol (IP) Relay
- Relay Conference Captioning (RCC)
- Captioned Telephone (IP CapTel)

Where Can I Use Federal Relay?

Federal Relay is accessible for both domestic and non-domestic locations. For more information on where you can use Federal Relay, visit www.federalrelay.us.

The Communication Assistant (CA), Video Interpreter (VI), or Captioner must collect what Federal/Military agency you are either calling from or to. This is required before a call can be initiated.

Learn More

Federal Relay provides on-site trainings and presentations or off-site webinars at no cost. To schedule a presentation or webinar, contact us at FederalRelay@sprint.com

Who Can Use Federal Relay?

People who are deaf, hard of hearing, deafblind, blind and low vision, or have a speech disability may use Federal Relay Services to access Federal agencies. Federal agencies must provide a Task Order under the Federal Relay contract to access all or select Federal Relay Services. Authorized users are subject to change based on the status of an agency's Task Order.

VIDEO RELAY SERVICE (VRS)

www.federalrelay.us/vrs

Videophone: (877) 709-5797

Voice: (877) 709-5801

ISDN access: (877) 709-5798

Spanish ISDN access: (866) 284-6939

Emergency: (877) 646-7441

Video Relay Service (VRS) enables an American Sign Language (ASL) user to communicate via videoconferencing with a certified Video Interpreter (VI) using a high-speed Internet connection. The VI then voices/relays the signed conversation over the phone to the hearing caller (standard telephone user). VRS allows the sign language user to use their native language to convey facial expression and cues to ensure that nothing gets lost in the translation.

English/Spanish translation is available upon request.

International calling is permitted. Contact FederalRelay@sprint.com for details.

How to Make a VRS Call

- 1** Dial **(877) 709-5797** from your videophone. Press 1 for English or 2 for Spanish
- 2** Connect to a Video Interpreter, provide the name of your Federal agency or Agency Bureau code and the phone number you want to call
- 3** Begin your conversation

User-Friendly Features

- Language Preferences (English or Spanish)
- Voice Carry-Over (VCO)
- Dialing Instructions

* Federal Relay does not endorse a specific brand of videophone equipment or software application. Federal users have the flexibility of using their preferred VRS application or equipment to access VRS through a dedicated toll-free number(s).

What Equipment and/or Broadband Types do I Need?

- A computer with built-in webcam*
- A videophone or external webcam*
- VRS software or app*
- High-speed Internet connection, WiFi or LTE

Hours of Operation

English and Spanish

- Monday: 7 AM – 11:59 PM ET
- Tuesday through Thursday: 24 hours
- Friday: 12 AM – 11 PM ET
- Saturday and Sunday: Closed

Service will be provided on Federal holidays excluding those Federal holidays occurring on weekends

VIDEO REMOTE INTERPRETING (VRI)

www.federalrelay.us/vri

Voice/Videophone: (877) 689-7775

ISDN access: (855) 724-6514

Spanish ISDN access: (866) 284-6939

Video Remote Interpreting (VRI) is a feature of Federal Relay's Video Relay Service (VRS). This option provides deaf and hard of hearing users with on-demand remote sign language interpreting in order to facilitate communication between individuals who are in the same location (i.e. office, cubical, front desk, etc.).

English/Spanish translation available with 24 hours advanced notice.

International calling is permitted. Contact FederalRelay@sprint.com for details.

User-Friendly Features

- Language Preferences (English or Spanish)
- Voice Carry-Over (VCO)
- Dialing Instructions

How to Make a VRI Call

- 1** Dial **(877) 689-7775** from your videophone. Press 1 for English or 2 for Spanish
- 2** You will be connected to a Video Interpreter (VI). Provide the name of your Federal agency or Agency Bureau code to the VI
 - a.** If your videophone has audio capabilities, you may go ahead and start your call
 - b.** If your videophone does not have audio capabilities, provide the VI with the telephone number so that they may call back in to your meeting. You have the option to enable your videophone's speaker capabilities or the hearing person can speak through his/her cell phone or office telephone

- 3** Begin your conversation

* Federal Relay does not endorse a specific brand of videophone equipment or software application. Federal users have the flexibility of using their preferred VRS application or equipment to access VRS through a dedicated toll-free number(s).

What Equipment and/or Broadband Types do I Need?

- A computer with built-in webcam*
- A videophone or external webcam*
- VRS software or app*
- High-speed Internet connection, WiFi or LTE

Hours of Operation

English and Spanish

- Monday: 7 AM – 11:59 PM ET
- Tuesday through Thursday: 24 hours
- Friday: 12 AM – 11 PM ET
- Saturday and Sunday: Closed

Service will be provided on Federal holidays excluding those Federal holidays occurring on weekends

RELAY CONFERENCE CAPTIONING (RCC)

www.fedrcc.us

Relay Conference Captioning (RCC) is real-time captioning for users who are deaf or hard of hearing. It is an Internet-based technology that revolutionizes the way colleagues join and participate in teleconference calls and web conferencing. RCC uses the same high-quality Captioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to a high-speed Internet-connected computer/tablet/mobile phone anywhere in the world.

Scheduling Your RCC Teleconference Call

- 1 Secure a **teleconference/audio bridge with conference ID**
- 2 Go to **www.fedrcc.us** and click **Book an event now** on the left menu
- 3 Complete the ordering form including date, time, conference call or web conferencing number. Please have your Federal Agency Bureau code accessible
- 4 You will receive a confirmation email with a link to access RCC on the day and time of your meeting

The Benefits of RCC

- Reserve your live Captioner with at least 12 hours advanced notice
- For Spanish, at least 48 hours advanced notice is required
- Access through a web browser on any computer or mobile device with high-speed Internet
- Receive captioning more quickly and efficiently for multi-party communications
- Obtain a text transcript of the conversation for your records

Technical Requirements

- Internet Explorer, Chrome, Firefox, or Safari, with cookies and JavaScript enabled
- High-speed Internet or wireless connection*
- Microsoft Windows 7 or later, or Mac OS X
- No need to download app

Web Conferencing

For information on how to embed RCC into your webinar, visit the Web Conferencing page at **www.fedrcc.us**.



Hours of Operation

- English and Spanish
- Monday through Friday
8 AM – 6 PM U.S. Local Time
(including Federal holidays)

* Standard data rates may apply

IP RELAY

www.federalip.us

Internet Protocol (IP) Relay uses an Internet connection, a computer or mobile device with a web browser and a Communication Assistant (CA). An IP user types what they want to say, the CA relays the conversation to their caller and then types their caller's response back to the IP user. To start using IP Relay, users are required to register for a 10-digit number through the Federal IP Relay website.

English to Spanish translation is available. Under **Language Preferences**, select **Español**.

Register for a 10-Digit Number

- 1 Visit **www.federalip.us** and click **Register**
- 2 You will be directed to **Sprint Relay Customer Profile/Call Now Registration (10 Digit Local Number)**
- 3 Click on **Create New Profile/ Call Now Number Registration** on the left side of the menu
- 4 Follow the instructions to register for IP Relay



To Make Your IP Relay Call

- 1 Go to **www.federalip.us**
- 2 Login with Username and Password
- 3 Select the name of the Federal agency
- 4 Type the area code and telephone number you want to call
- 5 Optional: Type dialing instructions to the Communication Assistant (CA)
- 6 Choose language preferences: English or Español
- 7 Click **"Confirm"** to connect to **Federal IP Relay Service**
- 8 The CA will connect to your call
- 9 The CA will relay/voice your typed message
- 10 The CA will type everything the other person says and will type GA at the end of each response. GA means Go Ahead which means it's your turn to type
- 11 When you are ready to end the call, type SK for Stop Keying and click the **"Disconnect"** button

User-Friendly Features

- Instant Message (IM) conversation format
- Text only for people who are deafblind, blind or have low vision
- Language preferences (English or Spanish)
- Background color, text color and size options
- Print and save
- Dialing instructions
- Horizontal split screen
- Connection to Federal Relay Customer Service

Hours of Operation

English and Spanish

- 24 hours a day, 7 days a week, 365 days a year (including Federal holidays)

CAPTIONED TELEPHONE (CapTel[®])

www.federalrelay.us/captel

A Captioned Telephone (CapTel) phone has a built-in screen to display everything being said by your caller in text. CapTel looks and works like a traditional phone with captions added so the user can read the words while listening to the voice of the other party and speaking for themselves. It is a perfect solution for people with hearing loss. CapTel can be connected through an analog telephone line or using an internet connection.

International calling is permitted.

How Does the CapTel Work?

- 1 CapTel user dials the number of the person they wish to call on their CapTel phone
- 2 The call is transparently connected to the captioning service. The text captions are transmitted to the CapTel phone
- 3 The voice of the person speaking can be heard on the handset of the phone and captions appear on the display screen



Model 240

What Equipment do I Need to Use The CapTel Service?

- CapTel phone
- Power connection
- Analog or digital telephone line(s)
OR
if using an Internet-based CapTel phone, a high-speed Internet connection and a telephone line

Where Can I Get a CapTel Phone For Work?

- To apply for free equipment, please visit **www.cap.mil**
- CapTel phones can be purchased by the Federal Government Agency for active Federal employees. Visit **www.captel.com/federal**
- For more information about CapTel devices, please visit **www.federalrelay.us/captel**

Hours of Operation

English

- 24 hours a day, 7 days a week, 365 days a year (including Federal holidays)

Spanish

- 8 AM – midnight ET, 7 days a week, 365 days a year (including Federal holidays)

TEXT TELEPHONE (TTY)

www.federalrelay.us/tty

TTY is for individuals who are deaf, hard of hearing, deafblind, or have a speech disability, and wish to communicate with a hearing person who uses a standard telephone. TTY relay calls are generally made using a text telephone, also known as a TTY, which is a communications device equipped with a keyboard for typing messages and a screen for reading messages. A TTY device connects to a standard phone line. TTY callers dial the Federal Relay TTY Toll-Free Number to reach a Communication Assistant (CA) who processes their call. Once connected, the TTY user types messages to the CA, who relays the conversation by reading it aloud to the hearing person. The CA then listens to the hearing person’s reply and types it to the TTY user.

In case of emergency, Federal Relay users should call **911** directly using a TTY. All local or toll (domestic) calls to Federal Relay from a TTY public payphone are free of charge.

Toll Free Numbers

- TTY/ASCII **(800) 877-8339**
- Voice **(866) 377-8642**
- Voice Carry-Over **(877) 877-6280**
- TeleBraille **(866) 893-8340**
- Spanish to Spanish **(800) 845-6136**
- Spanish to English **(888) 474-8983**
- International Calls **(605) 331-4923**
Voice/TTY/VCO/ASCII/Spanish
(calling from overseas into USA)



SPEECH TO SPEECH (STS)

www.federalrelay.us/sts
(877) 877-8982

Speech to Speech (STS) enables persons with a speech disability to make telephone calls using their own voice. A specially trained Communication Assistant (CA) will repeat the words of the individual with a speech disability or synthesizer output to the other party. No special equipment is required to use this service!

STS Features

- **Email Set Up**
Send call instructions before the call
- **My Name and My Places**
Allows others to contact the STS user using their name
- **My Saved Messages**
Allows the STS user to dictate and save a message for an answering machine (up to 24 hours)
- **My Style**
STS users are allowed to determine how a Communications Assistant can support them
- **My Phonebook**
Store up to 100 speed dial numbers
- To set up your STS email account, please visit **www.federalrelay.us/sts**

How to Use STS

- 1** The STS user will dial **(877) 877-8982**
- 2** The Communication Assistant will listen and serve as the speech-disabled user’s voice and repeat his/her responses to the called party if needed. There may be instances where a STS user will be asked to repeat his/her message to ensure that it is conveyed correctly
- 3** The STS user hears the called party’s voice and proceeds with the conversation

Hours of Operation

- English and Spanish
- 24 hours a day, 7 days a week, 365 days a year (including Federal holidays)

COMPARISON BETWEEN TWO MAJOR RELAY PROGRAMS

FEATURES	FEDERAL	STATE/NATIONAL
FCC TRS Standards Conformance	Yes	Yes
Certification & Accrediation (C&A) of all Federal Relay IP-based systems has been accredited as determined by FIPS 199 with GSA. ■ Relay Conference Captioning (RCC) at www.fedrcc.us ■ Video Relay Service at (VRS) www.federalrelay.us/video-relay-service ■ IP Relay at www.federalip.us	Yes	No
Section 508 Conformance (copy of VPAT for any of the IP-based services is available upon request)	Yes	No
GSA IT Security Standards	Yes	No
Federal Information Processing Standards (FIPS) 199	Yes	Yes
Confidentiality: FCC TRS Standards PLUS conformance with the Privacy Act of 1974 (P.L.93-579), and the Internal Revenue Service Acquisition Procedures (IRSAP)	Yes	FCC TRS Standards Only
Privacy Impact Assessment (PIA)	Yes	No
Authorized Provider per GSA Contract No. GS00Q13NSD3000	Sprint	No
TTY/ ASCII/ Voice/ STS (TRS)	Yes	Yes
Captioned Telephone (CapTel)	All 50 states	44 States Only
Relay Conference Captioning (RCC)	Yes	Not mandated by the FCC
Video Relay Service (VRS)	IP and ISDN	National IP Only
Video Remote Interpreting (VRI)	IP and ISDN	Not mandated by the FCC
IP Relay	Yes	National Only

FEDERAL RELAY – TASK ORDER PROCESS (Direct-Billing)

The Federal Agency’s Contracting Officer (CO) will need to complete and submit two forms listed below:

Step 1: Task Order (T.O.)

Complete your agency’s specific Task Order Form or use GSA’s Standard Form 1449, or Optional Form 347 which can be downloaded via **www.federalrelay.us** in the “**Task Order Submission**” tab. Both forms have been “pre-filled” and all you need to do is update the “red” sections.

Step 2: Billing Contact Information

Complete the Sprint-Federal Relay Billing Contact Information Form (Included in the OF347 and SF 1449 documents on the last page)

Step 3: Submission

- Both forms (Task Order and Billing Contact Information) need to be submitted via email to **FederalRelayTaskOrders@sprint.com**
- Upon review, if all documents are in order and fully completed, it will take Sprint up to 90 days to set up the Agency direct-billing account

The above Task Order process is subject to change at any time.

FEDERAL RELAY CUSTOMER SUPPORT

VRS and VRI

- Videophone: (866) 370-2290
- Email: FedVRShelp@sprint.com
- Voice: (888) 215-4299
- Hours:
 - Monday – Friday: 7 AM – 11 PM ET (including Federal holidays)
 - Weekends: 10 AM – 7 PM ET
- Holiday Hours:
 - 10 AM – 7 PM ET
 - New Year’s Day, Memorial Day, Independence Day, Thanksgiving, Labor Day and Christmas

RCC

- **Scheduling Department**
- Phone: (800) 775-7838
- Email: cc@captiontext.com
- Hours:
 - 8 AM – 6 PM (U.S. Time Zones)
- **Technical Department**
- Phone: (800) 590-4203
- Email: help@captiontext.com
- Hours: (U.S. Time Zones)
 - Monday to Friday: 24 hours
 - Saturday & Sunday: 8 AM – 6 PM

IP Relay

- TTY/Voice (800) 877-0996
- Email: Sprint.trscustserv@sprint.com

CapTel

- Voice - English: (888) 269-7477
- Voz - Español: (866) 670-9134
- TTY: (800) 482-2424
- Fax: (608) 204-6167
- Email: captel@captiontext.com
- Hours:
 - 24 hours a day, 7 days a week, excluding holidays

TTY

- TTY/Voice (800) 877-0996
- Email: Sprint.trscustserv@sprint.com

STS

- (800) 877-0996
- Email: Sprint.trscustserv@sprint.com

Website

- www.federalrelay.us/support



FEDERAL RELAY CONTACT INFORMATION

- Inquiries: FederalRelay@sprint.com
- Invoices: FederalRelayInvoices@sprint.com
- Task Orders: FederalRelayTaskOrders@sprint.com

Sprint Federal Relay Program Management

- Federal Relay Account Manager
Tatyana Mezentseva
Email: Tatyana.Mezentseva@sprint.com
Phone: (720) 545-0154
Videophone: (720) 642-8926
Fax: (913) 523-1814
- Federal Relay Outreach and Marketing Specialist
Chanel Gleicher
E-Mail: Chanel.Gleicher@sprint.com
Videophone: (240) 242-5967
Fax: (913) 523-0290

General Services Administration (GSA) Program Management

- Federal Relay Contracting Officer's Representative (COR)
Michael Watts
Email: Michael.Watts@gsa.gov
Phone: (210) 306-2355